

# PROGRAM TRANSITION CASE STUDY

*A global pharmaceutical leader calls on Knipper 3PL to flawlessly execute the relocation of sample and promotional storage and pick/pack operations of a recently acquired company to Knipper facilities.*



## THE SITUATION

- ▶ Following a corporate business acquisition by a leading pharmaceutical company, a decision was made to shut down the acquired internal distribution facility and relocate all of its sample and promotional storage and pick/pack operations to Knipper facilities. Sample Accountability (SA) operations were also to be transferred to Knipper.



## THE CHALLENGES

- ▶ Successfully transferring more than 4,500 pallets, including 700+ individual SKUs (literature and samples combined) as well as implementing and ensuring that all data feeds were developed, tested, and validated prior to the movement of product between facilities.



## THE KNIPPER 3PL SOLUTION

- ▶ A cross-functional team including Sales Operations, Logistics/Warehousing, Sample Accountability, Compliance, Information Technology, Sales and Marketing, and Project Management was assembled and met weekly.
- ▶ An inventory report-and-cleanse was performed, and a warehousing set-up to accommodate transfer of products was completed prior to receipt of all transferred items, including those that required special handling, such as Cold Chain Storage, DEA Storage, and others.



## THE RESULTS

- ▶ With a rolling cutover period based on physical inventory audits being conducted, Knipper supported the push/pull of data to multiple Veeva orgs and data coming back a singular SIMs system and data being pushed from a singular Warehouse Management System.
- ▶ Support for 3000+ sales representatives during the transfer included the establishment of a defined ordering process and recommended post-transition initial "Push Shipment."



THIRD PARTY LOGISTICS

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Email: [info@knipper.com](mailto:info@knipper.com)

## FULFILLMENT & DISTRIBUTION

- ▶ Trade-focused warehousing and distribution – cGMP, VAWD, and 21 CFR part 11 compliant
- ▶ Inventory, storage management
- ▶ Automated Pick-and-Pack (Perfect Pick®), Pick to Light
- ▶ DSCSA Serialization service
- ▶ Product launch commercialization, advanced data and analytics
- ▶ EDI and comprehensive reporting
- ▶ 3PL Consignment / Title and Flash Title models
- ▶ Repacking/relabeling, reverse logistics

## CONNECTIVITY

- ▶ Electronic Data Interchange (EDI) transaction sets
- ▶ Proven document time-tested and document mapping techniques for EDI to customer's specific file formats
- ▶ Complete US DSCSA serialization support to ensure your required transaction documents (TD) is exchanged using industry standard EPCIS XML files with serialization partners, including Axway, LSPedia, RFXCEL SAP, ATPP/ICH Tracelink, and others

## ORDER PROCESSING

- ▶ Orders received, pricing determined, order validated against customer license and other business rules (i.e., credit limits, shipping windows, class of trade, REMS qualified, etc.)
- ▶ Valid orders are released upon completion of processing or held for release at a later date, if required
- ▶ Order processing issues handled by customer service through resolution
- ▶ Warehouse receives order to Pick, Pack and Ship; Orders received by 3:00 pm EST are shipped the same day

## CASH COLLECTION & PROCESSING PAYMENTS

Short Pay – Knipper will resolve any difference in payment through resolution, including:

- ▶ Negotiated discounts with the manufacturer
- ▶ Disagreement on invoices
- ▶ Reconciliation processed monthly or bi-monthly with manufacturer, as needed

## BILLING

- ▶ Customer billed when product is shipped
- ▶ Payment terms established
- ▶ Management of customer contracts
- ▶ Cash collection and payment processing
- ▶ Reconciliation processed per manufacturer needs

## CHARGEBACKS & CONTRACTS

- ▶ Manages pricing and contracts for client's customers
- ▶ Chargeback process with predetermined client pricing and eligibility on contracts
- ▶ Rebates processing ensures rapid turnaround

## ePAS ACCELERATED ELECTRONIC PRIOR AUTHORIZATION

- ▶ Rapid, efficient, secure
- ▶ Cutting-edge technology helps significantly accelerate the prior authorization process
- ▶ Overcomes the barriers to access, which often delay critical therapy